

Section 56: Indirect Service Coordination

Indirect Service Coordination means services that enable an individual to receive State Line appropriate services in a planned, coordinated, efficient, and effective manner

56.1 Unit of Service

Monthly Rate (for state funded services only)

56.2 Activities Allowed

As a service on Community Supports Budget, Residential Supports Budget, or Nursing Facility Budget via State Line Funding.

Indirect activities include:

- a. Monitoring of services as outlined in 460 IAC 3.5-1-4
- b. Developing, updating, and reviewing Individualized Support Plan using Person Centered Planning Process as outlined in 460 IAC 7, assuring that the process takes place and that the individual participates to the extent they choose in order to discover the strengths and needs of the individual to transition to the community
- c. Developing annual State Line Budget and updating as needed
- d. Disseminating information and forms to the individual and the Individualized Support Team
- e. Incident report completion, submission and follow-up
- f. Monitoring of service delivery and utilization via Telephone calls, face to face visits, and team meetings
- g. Monitoring Individual satisfaction and service
- h. Writing and monitoring progress towards goals and outcomes
- i. File maintenance
- j. Acting as an agent for the individual to assure the interests, preferences and dreams of the individual are represented across all environments; and strengthening informal and natural supports for each individual and, further, advocating for the Individual with providers and in the community
- k. Linkages to Community Services – identifying and securing support services with paid and unpaid community resources to meet the individual's needs in the community. Coordinating the selection of service providers to work directly with the individual, coordinating the service planning with the selected provider and the individual, and assisting individuals to locate safe and appropriate housing if necessary

56.3 Activities Not Allowed

Reimbursement is not available through Indirect Service Coordination including but not limited to the following situations:

- a. Services delivered to an individual who does not meet eligibility requirements established by BDDS

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- b. Counseling services related to legal issues. Such issues shall be directed to the Indiana Advocacy Services, the designated Protection and Advocacy agency under the Developmental Disabilities Act and Bill of Rights Act, P.L. 100-146
- c. A person related through blood or marriage to any degree to an individual may not conduct Indirect Service Coordination for that individual
- d. Individuals receiving Medicaid Waiver Services. No fees will be paid for any individual that is enrolled in the waiver program.

56.4 Service Standards

Indirect Service Coordination:

Actual Indirect Service Coordination must be tracked for each individual. The providers may utilize their own systems for tracking; however the information must be clear regarding the Services outlined in the Individual Support Plan.

56.5 Provider Qualifications

To be approved to provide Indirect Service Coordination, an applicant shall meet the following requirements:

- a. Be an Approved BDDS entity
- b. Agencies must employ an adequate number of QMRPs (Qualified Mental Retardation Professional) to develop, write and monitor the Individual Support Plan. BDDS utilizes the federal QMRP definition: bachelor's degree, plus a minimum of one year of full-time, paid, direct experience working with individuals with developmental disabilities or mental retardation. QMRP designees may provide the Indirect Service Coordination under the supervision of a QMRP.

56.6 Documentation Standards

Indirect Service Coordination documentation should include at a minimum one monthly entry including:

- a. Development, monitoring, and updating of the ISP utilizing approved forms as noted in 460 IAC.
- b. Outcome-oriented activities toward the individual's outcomes as identified in the ISP
- c. Health and Safety Management
- d. Developmental challenges and experiences aimed at increasing an individual's ability to live a lifestyle that is compatible with the individual's interest and abilities
- e. Modification or improvement of functional skills
- f. Contacts with or on behalf of the Individual/guardian, any significant medical or behavioral issues, any event that would result in an incident report and anything that needs a record for informational or follow-up purposes